



ATQ Course Progress and Attendance Policy



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Overview

Australian Training and Qualification College adheres to monitoring course progress for all vocational education students. Monitoring attendance is not a mandatory requirement for ATQ College (Australian Training and Qualification College) but we still monitor the attendance.

The following courses fall under this policy and procedure:

1. Advanced Diploma of Leadership and Management
2. Diploma of Leadership and Management
3. Certificate IV in Accounting and Bookkeeping
4. Diploma of Accounting
5. Diploma of Beauty Therapy
6. Diploma of Business
7. Diploma of Early Childhood Education and Care
8. Diploma of Marketing and Communication

The policy and related procedures detail the course progress, attendance monitoring, and intervention strategies. This policy and procedure abides to the National Standards 2018.

These requirements are vitally important, and the student is strongly encouraged to review, question and understand them so that they can ensure their compliance to these requirements.

This information will be communicated to the students via the following:

1. Orientation induction for students
2. Student handbook
3. Academic counselling sessions
4. In the classroom, on day one.

It is expected that each ATQ COLLEGE student will satisfactory complete all assessments and that they will attend all classes. The exact requirements are detailed below.



Attendance

According to National Standard 8, 2018: Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

Registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector
- identify and offer support to those at risk of not meeting course progress or attendance requirements
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- only deliver online learning in accordance with the online learning requirements for their sector.

ATQ college, does monitor attendance for all CRICOS students. Though ATQ College are not required to strictly monitor the students, but as part of their safety obligations and to monitor the students progress. The rolls do get marked daily and monitored on a weekly basis.

ATQ College process is:

1. The roll will be called as outlined above for every class for every course, and this will be marked by the trainer. Attendance will be calculated weekly for each student.
2. At the end of the day the attendance records will be provided to Student Support Officer for checking and filing in the cabinets.
3. Student whom have been recorded as absent for 5 consecutive days in the week, without approval, will be sent a written letter to the registered email address.
4. The letter will advise them that they are at risk of falling below the minimum required course progress.
5. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access our Complaints and Appeals process. If the student accesses this process the reporting to the Department of Home Affairs shall be placed on hold until the outcome of the Complaint and Appeal process is determined.



Course Progression Requirements

Satisfactory Course Progression

Each ATQ COLLEGE student is expected to satisfactorily complete their course, by demonstrating competency in all the required units of competency in the expected course duration. Under the National Code 2018 standard 8, students are required to maintain a satisfactory academic progress. In order to maintain a student's course progress, they are required to pass at least 50% of their scheduled units in any study periods of their vocational course.

For ATQ College, every term there are a few units for study. A study period is referred to as a term(10weeks). Depending on the qualification/course, a term can be 4 to 8 terms per course.

For every unit in a course, there are assessments that a student must complete in order to satisfactorily complete the unit. Each unit of competency is assessed by a number of assessments, the accumulated results for these assessments determines if the student is considered competent or not in that unit of competency.

To provide a much opportunity as possible for a student who is facing difficulty within a unit of competency, we have made available time in the student timetable for re-assessments in the term breaks. There is a cost involved for the students if they are required to do a re-assessment (The first attempt at a re-assessment within the agreed timeframe will not be charged for the student).

Thus rather than have a break between terms, the student who is at risk of not demonstrating competency within a unit of competency can be scheduled into additional study and additional assessments to be completed within the term break, and assuming that a satisfactory re-assessment outcome occurs, the student will be able to continue to remain within their course and progress with their class and complete the course within the expected course duration.

To ensure satisfactory course progress, student performance will be reviewed at the completion of each assessment process, within the term.

Unsatisfactory Course Progression

Students whose demonstrated accumulative competency indicates an outcome of less than a satisfactory performance in attempted assessments will invoke ATQ college's **Intervention Strategy**.

The Intervention Strategy involves the student meeting with the General/Academic Manager(or Trainer) to determine the possible reasons for not achieving competency in the assessments and to determine what assistance, if any, can be provided.

Further, students who fail to demonstrate competency in any re-assessment tasks (i.e. failed the same assessment twice) will also invoke the **Intervention Strategy**.

As before, the Intervention Strategy is intended to support the student in their studies and where possible determine solutions to the problems.

All Student assessment results are recorded in our Student records database, which is VASTO, and hard copies are kept in a locked cabinet under the CRICOS administration officer authorisation.

There are a few scenarios where the intervention strategy can be activated:

1. If a student fails a unit on the basis of:



- a. Plagiarism
- b. Not enough information/research provided to complete the assessment tasks
2. If a student does not submit their assessment task on time, and they have been through the late submission procedure
3. If a student does a resubmission and still have not passed the unit, so if they have failed the same unit twice
4. If a student receives either the first or second warning letter.

Review of Academic Performance

Our process is:

1. Review the student's academic performance at the end of each term.
2. Determine if the student has an academic appeal or a re-assessment in progress.
3. Determine if the student has been included in the Intervention strategy process.
4. If the above three processes are no longer applicable or been exhausted, inform the student of ATQ COLLEGE's intention to report the student to Department of Home Affairs for not achieving satisfactory course progress.
5. The student has 20 working days (Monday to Friday is considered 5 working days, unless a public holiday occurs in which case the day is not considered a working day), to access our Complaints and Appeals process. If the student accesses this process the reporting to the Department of Home Affairs shall be placed on hold until the outcome of the Complaint and Appeal process is determined.
6. In the event that:
 - a. the student does not lodge a Complaint or Appeal after 20 working days, or
 - b. the Complaint or Appeal does not alter the original intent to report the student, or
 - c. the student withdraws from the complaint or appeal process

then ATQ COLLEGE will notify Department of Home Affairs that the student has failed to achieve satisfactory course progress.



Intervention Strategy

It is ATQ COLLEGE's intention to support their students in the completion of their studies, within the expected course duration thus where required ATQ COLLEGE will require students to attend mandatory counselling sessions with the College's General/ Academic Manager (Trainer).

Mandatory Counselling Sessions will occur where:

1. A student is failing to attain successful completion of assessments attempted.
2. A student has failed the initial assessment for a unit and the subsequent re-assessment for that same unit.
3. A student has been issued with a warning letter within a term advising them of their risk of not meeting satisfactory attendance/course progress requirements.
4. A student has been absent without approval for five or more consecutive days without any explanation as well.
5. Other circumstances occur which in the opinion of the College the student's satisfactory timely completion of the course of study is in jeopardy.

In all of these occasions the student will be contacted in writing to arrange an appointment with the General/ Academic Manager (Trainer) to discuss the reasons that the student has failed to meet the Colleges expectations.

The intention of these meetings is to understand the student's situation and to determine if the College can provide support to the student so that the necessary academic performance can be met.

All reasonable support opportunities will be explored, and the student can bring a support person or translator, or other means of assistance as required.

In some circumstances, the College may recommend the student contact an external support agency may make other recommendations.

In the event of an extension to the ECoE, the variation and the reasons for the variation to the ECoE are to be recorded in the student file and reported via PRISMS.

The details of all mandatory counselling sessions, including the details of the meeting, who attended, and the agreements and recommendations made will be recorded and included in the student file. There is an Intervention meeting and Strategy Form that documents the student's agreement and teachers/trainer's agreement. It also focuses on the outcome and possible solutions to the student's situation.



Here are the following possible recommendations for the student:

<ul style="list-style-type: none"> <input type="checkbox"/> Regularly attend classes <input type="checkbox"/> Attend course-specific additional tutorials <input type="checkbox"/> Attend English language support classes <input type="checkbox"/> Provide extra time to complete tasks <input type="checkbox"/> Provide supplementary exercises to assist understanding <input type="checkbox"/> Attend mentoring and attending counselling sessions <input type="checkbox"/> Reduction in enrolment load with a combination of one of more of above 	<ul style="list-style-type: none"> <input type="checkbox"/> Attend academic skills programs <input type="checkbox"/> Attend study clubs or study groups <input type="checkbox"/> Provide access to supplementary of modified materials <input type="checkbox"/> Receive assistance with personal issues which are influencing academic progress <input type="checkbox"/> Being placed into a suitable alternative course within a program or a suitable alternative program <input type="checkbox"/> Re-enrol units <input type="checkbox"/> Others (_____)
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As of March 2019, the trainers, also fill out a form called, intervention ongoing Progress Form. This allows the trainers/teachers to monitor the ongoing course progress or attendance of the student for each session. This will be filed in the students folder for intervention purposes.



Compassionate and compelling circumstances

We are only able to extend an ECoE is compassionate or compelling circumstances. For example, if student has delayed application visa process, or they have a serious medical reason with evidence and are unable to do attended their classes, and in turn complete all of their assessments.

There may be a legitimate reason for student’s absence, which may constitute ‘compassionate and compelling circumstances’ under the National Code 2018. The table below provides instances, with the examples of documentary evidence that the student should provide to support the claim; documentation is a requirement of the National Code. It’s important to consider that some documents, such as death certificates, may be difficult to obtain; considerable sensitivity and flexibility should be maintained while bearing in mind that the requirement to obtain this ‘where possible’ is a regulatory requirement, not an ATQ College requirement. Each situation is likely to be unique and will be considered on its merits.

Circumstance	Examples of documentary evidence to be retained (with certified translation if not in English)
Serious illness or accident, sufficient to adversely affecting study time	Medical report signed by a doctor Medical certificates- *sometimes from experience students may provide fake documents to prove that they are ill. ATQ will need to check for compliance.
Trauma, such as death of a family member or friend to whom the students was close to, or a natural disaster at home	Death certificate Hospital reports from the doctor or medical practitioner News reports of natural disaster, correlated with prior information about the student’s home country address. Home incident report documents
Being a victim of, or witness to, a serious accident or crime, the aftermath of which adversely affects studies of the student	Police report Medical note or psychologist’s report

Compassionate and compelling circumstances may have an effect on the decision about reporting students whose Maximum Achievable Attendance falls between 70 and 80%. In some cases, it will be clear where such circumstances apply. However, where there is ambiguity, the General Manager makes the final decision about reporting (or person delegated by the Principal Administrator in the General Managers’ absence), with reference to the National Code Factsheets and in consultation with the Academic Manager, Welfare Counsellor and/or Student Services Officer, as appropriate.



Monitoring course progress flowchart

Student submits their assessment for their unit.
Trainer records the students assessment results in the marking sheet.

Administration staff will cross check the results on assessment and marking sheet.

Administration manager, will assess the students results at the end of the term.
If a student fails more than 50% of the units in that term a 1st warning letter is sent.

The student is required attend their counselling session within 14 days.

If student does not attend counselling session

2nd warning letter is sent

Student is required to attend counselling/intervention session within 14 days

If student fails to attend, then intention to report notice will be sent.

Student will be given 20 working days to access ATQ's complaints and appeals process.

If student attends session after the 1st or 2nd warning letters, agrees to intervention outcome, then student along with trainer, manager signs the intervention meeting and strategy form

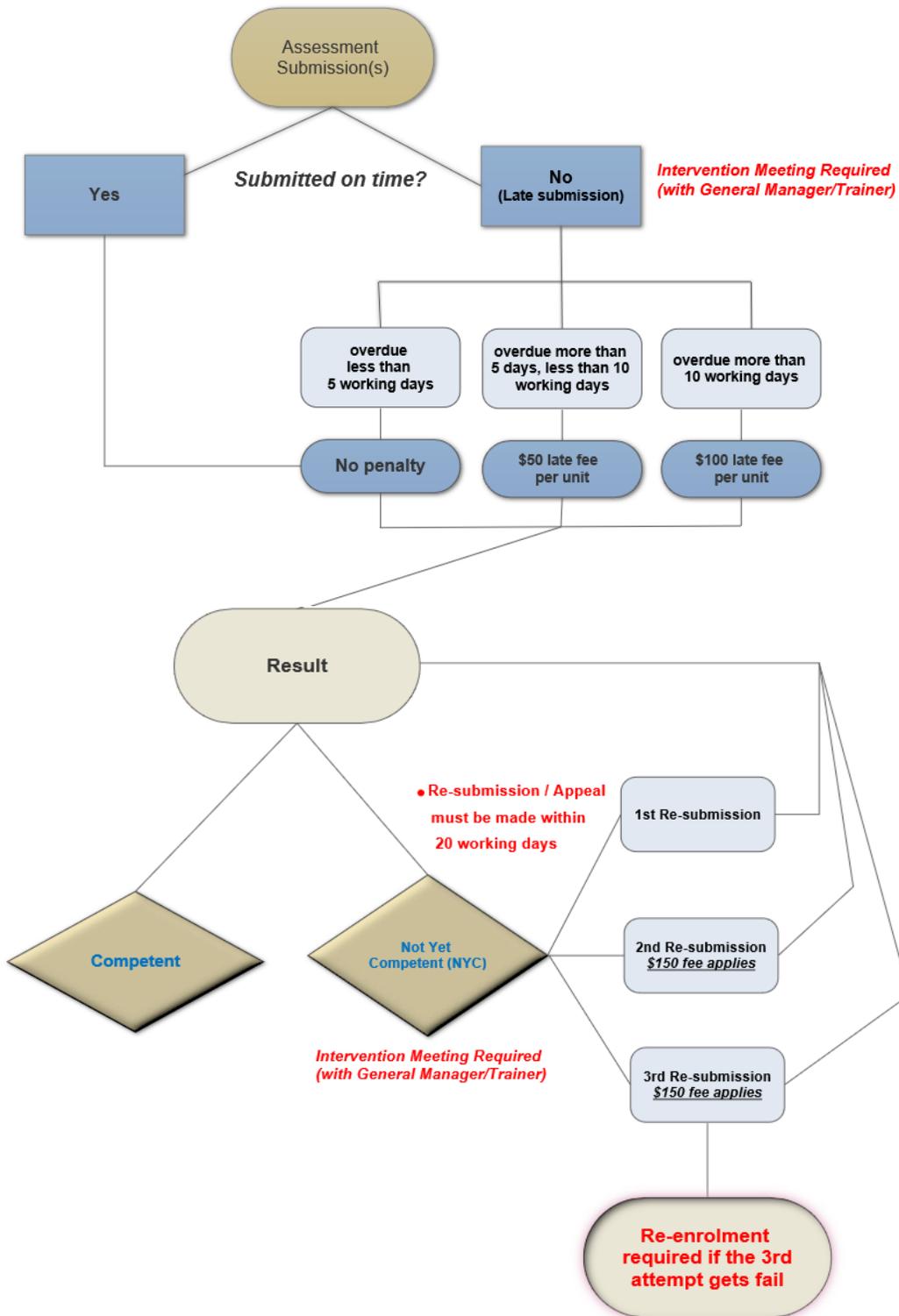
- Student will need to pay for reassessment fee
- Admin will organise intervention strategies
- Student will need to follow the strategy

Student will be issued the 2nd warning letter, if the student fails unit assessment again (in the case of failure to follow the intervention strategy).

If the student does not do any of these things and they have ignored countless emails and failed to contact us, then the Administration Manager will terminate the enrolment as students not achieving satisfactory course progress and notify the Department of Home Affairs through PRISMS.



Assessment Late submission & Re-submission policy





Intervention Meeting and Strategy Form

This form is to be used to record details of the intervention meeting to address unsatisfactory course progress requirements.

Student Details			
Given Name		Surname	
Student ID		Email	
Current Course		Mobile Number	
Meeting Date		Meeting Time	

Meeting Details
Reason for meeting: _____
Record the reasons given by the student:

Trainer comment(s):

Recommended strategies and interventions as discussed with the student:	
<input type="checkbox"/> Regularly attend classes <input type="checkbox"/> Attend course-specific additional tutorials <input type="checkbox"/> Attend English language support classes <input type="checkbox"/> Provide extra time to complete tasks <input type="checkbox"/> Provide supplementary exercises to assist understanding <input type="checkbox"/> Attend mentoring and attending counselling sessions <input type="checkbox"/> Reduction in enrolment load with a combination of one of more of above	<input type="checkbox"/> Attend academic skills programs <input type="checkbox"/> Attend study clubs or study groups <input type="checkbox"/> Provide access to supplementary of modified materials <input type="checkbox"/> Receive assistance with personal issues which are influencing academic progress <input type="checkbox"/> Being placed into a suitable alternative course within a program or a suitable alternative program <input type="checkbox"/> Re-enrol units <input type="checkbox"/> Others (_____)
<p>*There might be fees and charges for extra work to be done. Please check Student Handbook for relevant policy.</p>	



Strategies/Solutions:

Student Declaration

*I declare that all of the information provide is true and correct to the best of my knowledge.

*I agree to do intervention strategy activated to assist me in meeting satisfactory course progress and I will comply with all of the recommendations ticked above.

*I understand that a copy of this agreement will be kept on file and may be sued to assist ATQ College in any and all subsequent course progress determinations.

Student Signature _____

Date _____

OFFICE USE ONLY

ATQ College Staff Declaration			
The student has been informed that continuing unsatisfactory course progress may result being reported to Department of Home Affairs(DIBP).			
This meeting held by:		Position:	
Date:		Signature:	
Further action required			
The result of this meeting has been sent to the student?	Yes / No	Emailed on /Emailed by:	
The due date for intervention strategies/solutions:		Signature:	

